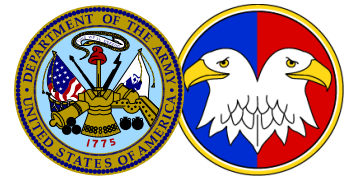




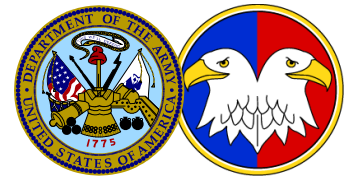
Family Readiness Education for Deployment Reinforcement Exercises B



Scenario #1: “My son, Private Shawn Smith, went over to Kuwait last year. After he got home, his employer gave him a bad time about going back to work. They tell him he has to wait until the next open enrollment period to get his health insurance reinstated. He injured his knee while he was over there. It has been bothering him. I think he needs to go to the doctor soon. Is there some Army insurance to cover him until then?”



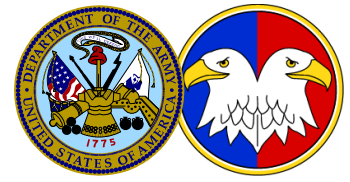
Family Readiness Education for Deployment Reinforcement Exercises B



Scenario #2: "Hi this is 1LT Lombardy. I'm back from mobilization and went back to work this week. My employer has put someone else in my position and expects me to learn a new job. I know my rights and he can't do that. I need to get in touch with an ESGR representative to get this resolved. How do I contact them?"



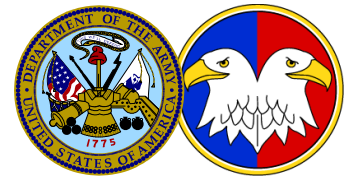
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Scenario #3: "MSG Jones' uncle is gravely ill and is not expected to live more than a few days. We need him to come home immediately. Can you help us so that he can come home?"



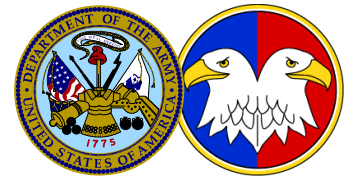
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Scenario #4: "This is the Telephone Tree caller for the 123 QM FRG. LT Lacey's wife is pregnant and there is a situation that will necessitate her having a C-section. It is really important that her husband gets here immediately. I know the Red Cross can make that happen, but I'm not sure who should contact the Red Cross. Who makes the call and what will they need to know about Mrs. Lacey?"



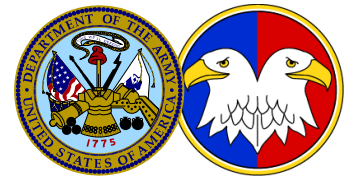
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Scenario #5: "Hi – this is CPT Maverick – I know this may sound silly, but I am hoping you can give me some advice. My father has me worried about my VA benefits. I was mobilized in support of Iraqi Freedom, but I came back just fine – I wasn't shot or anything. What should I do so that I can have some peace of mind?"



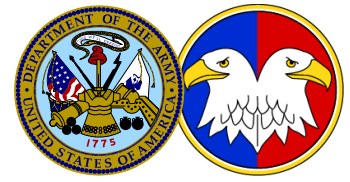
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Scenario #6: "This is SFC Johnson, I'm the Retention NCO for the 518th. I have been talking with families and am concerned about their morale. Of course, I am also concerned about how the deployment will affect retention. I need to provide families with some resources to help and to be able to point out how they have a role in the Army family and that the Army cares about them. What do you suggest?"



Family Readiness Education for Deployment Reinforcement Exercises B



Scenario #7: "This is Charlene Johnson. I am Specialist Wayne Johnson's mom. He is away with his Reserve Unit – I think they are somewhere in Iraq. His son is 5 years old and he has been acting out since his Dad left. We just don't know what to do with him. Any suggestions on how we can control this child?"